

Enterprise Incident Report March 2011

As of 4/4/2011

Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Alcoholic Beverage Control	110	27	137
	89	26	115
Customer Company Total	110	27	137
	89	26	115

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Alcoholic Beverage Control	110 1	27 0	137 1
Customer Company Total	110 1	27 0	137 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Alcoholic Beverage Control	110 0.11	27 0.00	137 0.09
Customer Company Total	110 0.11	27 0.00	137 0.09

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Alcoholic Beverage Control	110 1	27 0	137 1
Customer Company Total	110 1	27 0	137 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Alcoholic Beverage Control	110 0.14	27 0.01	137 0.12
Customer Company Total	110 0.14	27 0.01	137 0.12

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Detail

INC000000266811	Cindy L Holmes Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.69 9.30
INC000000270002	Anita Knowley Voice Operations	Telecom Annette Nielsen	Call/Receive Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.17
INC000000270895	Liquor Store 22 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000270903	Liquor Store 21 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000270909	Liquor Store 08 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000270939	Liquor Store 45 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271001	Liquor Store 21 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271005	Liquor Store 15 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271059	Liquor Store 31 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Error Code Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271101	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271343	Liquor Store 44 Metro D Desktop Support	Telecom Scott Hulse	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271594	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000271627	Liquor Store 12 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272015	Liquor Store 15 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272040	Liquor Store 19 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272048	Liquor Store 36 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000272061	Liquor Store 17 Metro D Desktop Support	EIS Hardware Scott Hulse	Scanner Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272070	Liquor Store 17 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272099	Liquor Store 33 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272106	Liquor Store 03 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272106	Liquor Store 03 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272106	Liquor Store 03 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272106	Liquor Store 03 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272112	Liquor Store 45 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272112	Liquor Store 45 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272112	Liquor Store 45 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272112	Liquor Store 45 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272122	Liquor Store 26 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272122	Liquor Store 26 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272122	Liquor Store 26 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272122	Liquor Store 26 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272147	Liquor Store 42 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000272147	Liquor Store 42 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000272147	Liquor Store 42 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000272147	Liquor Store 42 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272149	Liquor Store 32 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272178	Liquor Store 24 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Escalate Retail (ERP) Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272182	Liquor Store 44 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272221	Liquor Store 23 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272360	Liquor Store 37 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272476	Liquor Store 29 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272617	Liquor Store 05 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000272984	Liquor Store 05 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273042	Liquor Store 43 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273168	Liquor Store 07 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273177	Liquor Store 33 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273179	Liquor Store 07 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273180	Liquor Store 19 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273311	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000273320	Liquor Store 24 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000273381	Justin Broderick	EIS Hardware	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273383	Justin Broderick	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273474	Liquor Store 24	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273485	Liquor Store 06	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273807	Liquor Store 05	Application	Error	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273810	Liquor Store 40	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274645	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275089	Anita Knowley	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.09
	Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.13
INC000000275415	Liquor Store 29	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275419	Liquor Store 27	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275424	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275425	Liquor Store 37	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275816	Liquor Store 15	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275853	Liquor Store 27	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275859	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276142	Liquor Store 39	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276324	Liquor Store 05	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000276341	Liquor Store 16 Metro D Desktop Support	Application Scott Hulse	Error Alcoholic Beverage Control	Escalate Retail (ERP) Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000276465	Liquor Store 38 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000276807	Liquor Store 43 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000276808	Liquor Store 43 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000276857	Liquor Store 15 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000276860	Liquor Store 15 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277386	Liquor Store 32 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277619	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277620	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Surveillix Surveillance Systems Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277658	Liquor Store 42 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277659	Liquor Store 05 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277660	Liquor Store 19 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277661	Liquor Store 43 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277722	Liquor Store 14 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277723	Liquor Store 18 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277735	Liquor Store 13 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277736	Liquor Store 14 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000277738	Liquor Store 35 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277739	Liquor Store 31 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277741	Liquor Store 05 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277744	Liquor Store 22 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277746	Liquor Store 25 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277748	Liquor Store 25 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000277904	Justin Broderick Voice Operations	Telecom Annette Nielsen	Call/Receive Alcoholic Beverage Control	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 0.93
INC000000277959	Anita Knowley Voice Operations	Telecom Annette Nielsen	Feature Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.10
INC000000278087	Anita Knowley Voice Operations	Telecom Annette Nielsen	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.30
INC000000278307	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversy Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000278315	Liquor Store 12 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversy Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000278468	Anita Knowley Voice Operations	Telecom Britany Finlay	Call/Receive Alcoholic Beverage Control	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 1.99
INC000000279201	Liquor Store 03 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279209	Liquor Store 41 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279211	Liquor Store 15 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279221	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279395	Liquor Store 25 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000279400	Liquor Store 30 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279413	Bonnie Healey Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279416	Wayne Olson Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279429	Liquor Store 42 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279433	Liquor Store 15 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279441	Liquor Store 42 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279446	Liquor Store 35 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000279453	Craig Nielsen Voice Operations	Telecom Annette Nielsen	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.25
INC000000279617	Liquor Store 40 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000281344	Anita Knowley Voice Operations	Telecom Annette Nielsen	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000281524	Liquor Store 33 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000282498	Liquor Store 39 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000283929	Liquor Store 33 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000283949	Liquor Store 37 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285173	Liquor Store 02 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285270	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285272	Liquor Store 10 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000285273	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285274	Liquor Store 18 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285585	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285899	Margaret Hardie Metro D Help Desk	Print/Copy/Scan/Fax John Robinson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000285926	Liquor Store 19 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285931	Liquor Store 19 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000285939	Liquor Store 42 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000286282	Liquor Store 24 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000286464	Kerri Adams Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.52
INC000000286825	Liquor Store 33 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000286828	Liquor Store 13 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000286831	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professional Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000286835	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professional Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000286880	Liquor Store 05 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000287610	Liquor Store 05 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000287612	Liquor Store 07 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000288261	Lynn Sugden Metro D Desktop Support	Print/Copy/Scan/Fax Rod Tucker	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 0.74

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INC000000288305	Anita Knowley	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.14
	Voice Operations	Annette Nielsen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000288341	Lynn Sugden	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	TTR:	0.00